

RECEIVED

February 27, 2022
Taylor Williams DVM
Humane Society of Mohave County
Animal Medical Center
Kingman, AZ 86401

MAR 04 2022

Initial: _____

Dear Arizona Veterinary Medical Board:

I received your investigation notice in regards to a flyer statement that was distributed by our clinic stating, "Vaccine Vet Tech Visit". I appreciate the opportunity to explain this flyer and present our current protocols for appointments.

We have three types of exams that can be booked by owners. One type of exam is a regular Sick Pet/Wellness visit in which they pay a full exam fee of \$60 and is used primarily for yearly checkups as well as sick exams. We also have a vaccine only exam that is \$10, which is what this flyer is referring to. This exam does include a veterinary exam, as do all our exams, but is for clients who are interested in receiving only vaccines, and do not have any other questions or concerns for the doctor. This type of exam is comparable to an exam done at vaccination clinics. The last type of exam is a discounted well puppy/kitten/adoption exam for new clients with new pets, which is \$20.

Whenever a client books a vaccine only exam, upon check in we inform them that a veterinarian will be examining your pet, but if you would like any scripts, or have questions for the doctor we would recommend to change to a regular exam. When a pet is new to our practice or just adopted, we allow them to only schedule a well puppy/kitten/new pet exam. If they do not like this option we discount the exam to the \$10 but treat it as a new pet exam.

We created these different types of exams because we have many clients that are cost conscious and would not come in for vaccines if they had to pay a full wellness exam. When they schedule this vaccine only exam they are greeted by the technician, brought into an exam room, a TPR and history is performed by the technician, and then a doctor is brought into the room to perform a brief general physical and vaccines. This brief physical consists of performing a basic exam but does not include a full orthopedic, fundic and otic exam with ophthalmoscope and otoscope. During this exam, if the doctor identifies that there is an issue, they also recommend to have a full wellness exam. The doctor will perform the more intensive physical exam and history of the problem and discuss diagnostics and treatments. This is not meant to be deceiving but to relay to owners that they are not getting a full 30 min exam for \$10. There are times in which a client cannot afford to pay the regular exam fee in the event that there is a health issue, and most of the time our doctors will do this type of exam anyway at the discounted price. We make sure that the animal can get help for their issues. Most commonly this happens when there is a small mass that needs an FNA, a heart murmur workup, dental exam, or ear infection. If at any point when the technician is taking a history and they realize that the client does have other questions, if the animal needs medical attention beyond just vaccines, or if the client is requesting a script/prescription; they then tell the client that they need to have a full doctor exam. They notify the doctor before entering the room so that we can address issues as needed.

If an animal has a prior veterinary relationship with our practice, does not obtain a rabies vaccine during the visit, and has been at the practice for a previous vaccine in the past three months, the technician is allowed to have the client wait in the lobby while we bring the pet back to the treatment area for its booster. This is commonly done when a pet is needing a DA2PP, Lepto, FVRCP/FELV, or Snake vaccine booster. All of our technicians ask the client if they approve of our staff taking their animal to the back and that they will not

directly speak with the doctor. If they wish to still be placed in a room, they are loaded as previously described. Once they bring the animal into the treatment area, they perform a TPR, update the history with any information that they asked the owner, and notify a doctor that they need a vaccine exam to administer the vaccination. We have 2-3 doctors on staff each day and either the doctor in surgery in between surgeries or the doctor who is performing appointments will see the animal in between their responsibilities. The doctor notifies the technician of any abnormalities in the exam, relays their diagnosis, and any treatment recommendations. If there is an issue with this pet, they are then placed in the room and the room doctor meets with them to discuss treatment.

The wording on this flyer is misleading and I understand the board's concern. The flyer is made with our advertising firm which is not in the medical industry and was trying to make a point that they will not be addressing concerns with a vet and only receiving vaccinations. As the premise veterinarian I understand that it is my job to make sure that all materials adhere to the vet boards' statutes and should have been noticed. I understand that this is concerning and would like to change the wording on our flyers to match our invoice item for this type of exam, vaccine only exam. I know that we are due for a premise inspection shortly because of our move and would greatly appreciate the chance to show in depth the representative of the board our protocols and records for these types of exams. Our clinic tries very hard to provide a service to the public, while upholding the most stringent standards in surgery, medical care, and diagnostics. I promise that you will see that these words were not meant to be misleading and that our records and protocols will be in line with veterinary statutes. This was an oversight in description of the exams made by marketing. Since the pandemic we have had to cancel all vaccines clinics, and many of our clients stopped vaccinating their pets, causing a significant increase in distemper and parvo in our community. This cheaper exam is only meant to allow us to pay for the costs of hiring extra technician staff, while providing lower cost vaccinations to those financially conscious clients.

Thank you for your time and consideration. Please contact me with any questions or concerns [REDACTED]

Sincerely,



Taylor Williams DVM

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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VETBOARD.AZ.GOV

INVESTIGATIVE DIVISION REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: Investigative Division

RE: Case: 22-93

Complainant(s): Arizona State Veterinary Medical Examining Board

Respondent(s): Taylor Williams, DVM (License: 5037)

SUMMARY:

Complaint Received at Board Office: 2/16/22

Board Discussion: 4/20/22

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised
September 2013 (Yellow).

On February 16, 2022, the Board voted to open an investigation regarding services advertised for Respondent's premises. A flyer was being distributed advertising "Vaccine Vet Tech Visits."

PROPOSED 'FINDINGS of FACT':

1. On February 16, 2022, the Board voted to open an investigation after receiving a flyer advertising "Vaccine Vet Tech Visit: \$10." The flyer then states "Vet Exam: \$40."
2. On February 23, 2022, Respondent was sent a Letter of Inquiry.
3. On March 4, 2022, Respondent submitted a response to the inquiry. According to Respondent, they have three types of exams that can be booked by pet owners:
 - a. Regular Sick Pet/Wellness Visit - \$60, which is used for yearly checkups as well as sick exams;
 - b. Vaccine Only Exam - \$10 (advertised on flyer), the exam includes a veterinary exam, but the pet is receiving only vaccines, no other questions or concerns;
 - c. Discounted Puppy/Kitten/Adoption Exam for new clients with new pets - \$20.
4. Respondent explained that whenever a client books a vaccine exam, upon check in the pet owner is informed that a veterinarian will be examining the pet and if they would like any prescriptions, or have questions for the doctor, they recommend switching to a regular exam. When a pet is new to the practice or newly adopted, a well puppy/kitten/new pet exam is scheduled. If the pet owner does not like this option then the exam is discounted to \$10 but is treated as a new pet exam.
5. Respondent further stated that they offer different types of exams due to many clients are cost conscious and would not come in for vaccines if they had to pay a full wellness exam. Upon arrival, technical staff escort them into an exam, obtain vitals and patient history – the doctor is then brought in to perform an exam and vaccinate the pet. The exam does not include a full orthopedic exam, or fundic and otic exam with ophthalmoscope and otoscope. If the doctor identifies an issue, a full wellness exam is recommended. A full exam of the problem is performed and diagnostics and treatments are discussed. Respondent stated that this is not meant to deceive but to relay to owners that they are not getting a full 30 minute exam for \$10.
6. If technical staff realizes that the pet owner has questions, or the pet needs medical attention beyond vaccines, or the client is requesting a prescription, they inform the pet owner that they need to have a full doctor exam.
7. If an animal is presented for a booster vaccine and has a veterinary relationship with the premises, the pet will be taken into the treatment area, vitals are obtained and a doctor examines the pet prior to vaccination.
8. Respondent stated that the wording on the flyer is misleading. The flyer was made with their advertising firm which is not in the medical industry and was trying to make a point that pet owners will not be addressing concerns with a veterinarian and will only be receiving vaccinations. She recognized that she should have noticed the wording on the flyer and would like to change the wording on the flyers to match the invoice.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division